



December 5, 2019

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Petition of Dominion Energy South Carolina, Inc. for an Accounting
Order Related to the Installation of Advanced Metering Infrastructure
Docket No. 2019 - 241 - E/G

Dear Ms. Boyd:

Enclosed with this letter as Exhibit 1 is the Advanced Metering Infrastructure ("AMI") Customer Education Plan ("Plan") developed by Dominion Energy South Carolina, Inc. ("DESC" or "Company"). In compliance with Public Service Commission of South Carolina ("Commission") Order No. 2019-622 in the above-referenced docket, the Plan provides specific detail on how the Company will communicate AMI deployment to its customers, the availability of the opt-out, and the benefits of AMI for customers.

In support of the Plan, DESC also hereby submits for approval two Smart Meter Opt-Out Riders (for both retail electric and gas service), which are attached as Exhibits 2 and 3. The Company would respectfully request approval of these Riders by January 17, 2020, to support deployment of this technology in the field, which is scheduled to begin during the second quarter of 2020. The cost support for derivation of the Service Establishment Fee and Rate Per Month are shown in the tables below and are the same regardless of electric or gas service:

One-Time Service Establishment Fee	
Customer Service	\$9.00
Metering Services	\$21.09
Meter Exchange	\$20.61
IT System Costs	\$117.92
Total One-Time Fee	\$168.62
Recommended Fee to Bill	\$168.00

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Rate Per Month	
Monthly Reads	\$13.68
Check Reads	\$0.57
Billing Customer Service	\$1.27
Total Monthly Fee	\$15.52
Recommended Fee to Bill	\$15.00

By copy of this letter, we are providing the South Carolina Office of Regulatory Staff ("ORS") with a copy of the Plan for its records.

If you have any questions, please advise.

Very truly yours,



Matthew W. Gissendanner

MWG/kms

Enclosure

cc: Jeffrey M. Nelson, Esquire
(via electronic and U.S. First Class Mail w/enclosure)

Advanced Metering Infrastructure Customer Education Plan of Dominion Energy South Carolina, Inc.

In compliance with Order No. 2019-622 issued by the Public Service Commission of South Carolina ("Commission"), Dominion Energy South Carolina, Inc. ("DESC" or "Company") will implement this Customer Education Plan ("Plan") to educate its customers about the deployment of Advanced Metering Infrastructure ("AMI"), the availability of the opt-out, and the benefits of AMI.

1. Approximately two (2) months prior to meter upgrade, and prior to any customer communications related to AMI deployment, DESC will launch a dedicated web page, DominionEnergySC.com/smartmeter, to include Frequently Asked Questions which will provide details related to the meter exchange and upgrade process, benefits of an AMI meter, and instructions for opt-out. An educational video will explain AMI meter technology, demonstrate the meter change out process, contractor information, and emphasize the benefits of the new technology. The progress of installation will be available along with installation projections in order to provide customers with an estimated timeline for their meter upgrade.

The Company will establish a dedicated phone number to be included on all AMI customer communications. Customer service representatives will be fully trained and available for calls prior to the first customer communications.

2. Approximately one to two months prior to the meter upgrade, DESC will send customers emails (for customers with an email address on file) and postcard notifications informing them that "Your Meter is Getting an Upgrade." Both the email and postcard communications will include the website address and the dedicated phone number for information and questions.
3. The day of the meter upgrade, DESC will provide customers with a door hanger notifying them of the newly installed AMI meter or of the inability to change the meter. If applicable, the Company may leave additional instructions related to the gas meter.
4. Approximately two to four weeks following meter upgrade, the Company will communicate with customers via bill onsert, letter/postcard and email. Each communication will promote the benefits of AMI meters and the ability to view daily usage and set usage alerts. The Company will communicate other benefits and features to customers as they become available.
5. Customers desiring to opt out of receiving an AMI meter will be required to call the Company and make such a request. Trained customer service representatives will discuss the loss of benefits and, if needed, direct customers to resources related to safety and privacy concerns. The customer service

representatives will discuss with the customer the one-time installation fee of \$168 (and the ability to pay the fee in 6 installments of \$28 which will be included on the customer's bill) and a recurring \$15 monthly fee. Should the customer choose to opt-out, DESC will send the customer an opt-out form by mail, email or fax. The account holder will need to sign the form and return it to DESC. Upon receipt of the completed and signed form, DESC will install a non-communicating meter as soon as can be scheduled.

6. At the customer's request, a medical waiver form will be provided. The waiver form must be completed, signed and returned to DESC by a South Carolina-licensed physician. Once DESC receives the completed waiver form, any remaining unpaid portion of the installation fee and the \$15 monthly fee will be waived from that point forward.

**RIDER TO RESIDENTIAL
SERVICE AND RATE 9****SMART METER OPT-OUT**
(Page 1 of 2)**APPLICABILITY**

Applicable to residential and small general service customers who request a meter that does not report usage through a centralized communications network, and otherwise is required to be read at the customer's premise each month. This rider is to be applied in conjunction with the Company's residential and small general service rates for those customers. This rider will be available provided that this metering technology is still offered by vendors for use by the Company. At the Company's option, meters to be read manually may be either a smart meter with the radio frequency communication capability disabled, or other non-communicating meter. The meter manufacturer and model chosen to service the customer's premise are at the discretion of the Company and are subject to change at the Company's option, at any time.

CHARACTER OF SERVICE

To be established by the customer's primary rate schedule.

ADDITIONAL CRITERIA FOR QUALIFICATION

For residential service, this rider is not available for the Company's Time-of-Use Rates 5 and 7.

For nonresidential service, the customer must be served on the Company's Rate 9 General Service Schedule, must not have a demand meter, and must use less than 3,000 kilowatt hours per month.

This Rider is not available for customers taking service in conjunction with distributed generation technology and/or associated riders.

Customers choosing this option will not be eligible for any current or future services or offerings that require the use of a smart or other communicating meter.

The Company may deny service under this Rider where: the customer has a history of meter tampering or unauthorized use of electricity at the current premises or any prior premise; such service creates a safety hazard to Company personnel, customers or their premise, or the general public; or the customer does not provide the Company satisfactory ingress or egress to the customer's premise for the purpose of obtaining meter readings or maintaining the Company's equipment.

SERVICE ESTABLISHMENT FEE

Smart Meter Opt-Out Service Establishment Fee (one-time) \$ 168.00

Upon Request, the initial Smart Meter Opt-Out Service Establishment Fee may be paid in six equal installments of \$28.00 per month to be included as a part of the Customer's first six monthly electric service bills following the initiation of service under this rider.

RATE PER MONTH

The rates below will be assessed in addition to the charges set forth in the customers primary Rate Schedule.

Monthly Charge \$ 15.00 per month

No fee will be required to cancel opt-out status and resume service using the Company's standard metering.

The Service Establishment Fee and Monthly Charge may be waived and not apply for customers providing a signed and certified medical waiver form from a medical doctor licensed in the state of South Carolina. Such form will require the customer's medical doctor to certify that the customer's health is negatively impacted by exposure to radio frequencies. This documentation will be provided to and retained by the Company and will be kept confidential.

SALES AND FRANCHISE TAX

To the above will be added any applicable sales tax, franchise fee or business license tax which may be assessed by any state or local governmental body.

PAYMENT TERMS

All bills are net and payable when rendered.

**RIDER TO RESIDENTIAL
SERVICE AND RATE 9****SMART METER OPT-OUT**
(Page 2 of 2)**GENERAL TERMS AND CONDITIONS**

The Company's General Terms and Conditions are incorporated by reference and form a part of this rider.

DOMINION ENERGY SOUTH CAROLINA, INC.

GAS

RIDER TO RATES 31, 32V, 32S, AND 33**SMART METER OPT-OUT****APPLICABILITY**

Applicable to residential and small and medium general service customers who request a meter that does not report usage through a centralized communications network, and otherwise is required to be read at the customer's premise each month. This rider is to be applied in conjunction with the Company's residential and small and medium general service rates for those customers. This rider will be available provided that this metering technology is still offered by vendors for use by the Company. At the Company's option, meters to be read manually may be either a smart meter with the radio frequency communication capability disabled, or other non-communicating meter. The meter manufacturer and model chosen to service the customer's premise are at the discretion of the Company and are subject to change at the Company's option, at any time.

CHARACTER OF SERVICE

To be established by the customer's primary rate schedule.

ADDITIONAL CRITERIA FOR QUALIFICATION

For nonresidential services, the customer must be served on the Company's Rate 31 or 33 General Service Schedules and have firm requirements on a peak day of less than 500 therms.

Customers choosing this option will not be eligible for any current or future services or offerings that require the use of a smart or other communicating meter.

The Company may deny service under this Rider where: the customer has a history of meter tampering or unauthorized use of gas at the current premises or any prior premise; such service creates a safety hazard to Company personnel, customers or their premise, or the general public; or the customer does not provide the Company satisfactory ingress or egress to the customer's premise for the purpose of obtaining meter readings or maintaining the Company's equipment.

SERVICE ESTABLISHMENT FEE

Smart Meter Opt-Out Service Establishment Fee (one-time) \$ 168.00

Upon Request, the initial Smart Meter Opt-Out Service Establishment Fee may be paid in six equal installments of \$28.00 per month to be included as a part of the Customer's first six monthly gas service bills following the initiation of service under this rider.

RATE PER MONTH

The rates below will be assessed in addition to the charges set forth in the customers primary Rate Schedule.

Monthly Charge \$ 15.00 per month

No fee will be required to cancel opt-out status and resume service using the Company's standard metering.

The Service Establishment Fee and Monthly Charge may be waived and not apply for customers providing a signed and certified medical waiver form from a medical doctor licensed in the state of South Carolina. Such form will require the customer's medical doctor to certify that the customer's health is negatively impacted by exposure to radio frequencies. This documentation will be provided to and retained by the Company and will be kept confidential.

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To the above will be added any applicable sales tax, franchise fee or business license tax which may be assessed by any state or local governmental body.

PAYMENT TERMS

All bills are net and payable when rendered.

GENERAL TERMS AND CONDITIONS

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Effective Upon Approval of the
Public Service Commission of South Carolina